

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State/Territory: Arkansas

ELIGIBILITY CONDITIONS AND REQUIREMENTS

Programs to Measure and Reduce Inconsistency

The State has in effect the following programs to measure and reduce inconsistency in the application of survey results among surveyors.

TRAINING

On-going training is conducted to enhance surveyor skills and increase consistency in the survey process. Training is conducted in specific survey areas such as pressure sores, infection control, trust funds, etc.

ON-SITE REVIEWS

On-site reviews are conducted periodically by supervisors to evaluate surveyor performance in following the survey process and evaluating compliance with state and federal regulations.

LOOK BEHIND REVIEWS

Look behind reviews are conducted periodically in nursing facilities by field supervisors to evaluate surveyor performance. The look behind is conducted the week following the surveyor exit from the facility. The supervisor is on-site at the facility and reviews per direct observations, interviews, and record review at least fifty per cent of the quality of care assessments and environmental quality assessments. Resident interviews are conducted regarding surveyor behavior.

REVIEWERS

Reviewers are employed to review each survey packet for completeness and accuracy. Reviewers evaluate deficiencies based on scope of finding and the severity of finding for the purpose of consistency in deficiency citations. This review results in an evaluation of the adequacy of surveyor documentation to support the deficiencies cited.

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